

# Add a User to a User Group

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## **Overview**

User Groups control the data users and system applications a user can access. Assigning a User to a User Group allows the user access to the data connected to the User Group.

If your organization is using Lightweight Direct Access Protocol (LDAP), you must use LDAP to add and remove users from user groups. Any users added or removed from a user group within Resolver will be reverted to a state before the change during the next LDAP sync.

## **Required Information/Setup**

You will need to create a new user before you can add a user to a user group. Please follow the link below for instructions on how to create a new user or create a new Dispatch user:

- Create a New User
- Create a New Dispatch User

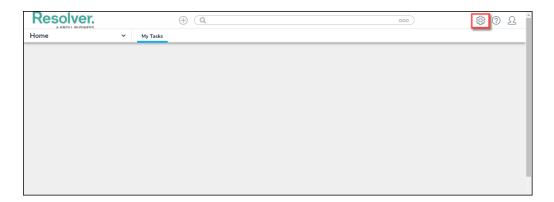
You will also need to log into Resolver to add a user to a user group. Please follow the link below for instructions on how to log into Resolver:

• Logging In

## Adding a User to a User Group

Your user account must have Administrator privileges to add a User to a User Group. If you do not see the **System** icon on the top right-hand side of the screen, the User you are using does not have Administrator privileges enabled. Please contact your system administrator to enquire about adding Administrator privileges to your User's profile.

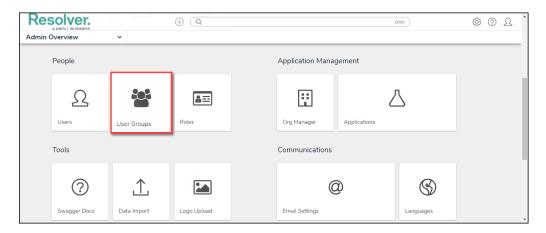
- 1. Navigate to a browser and use your company's Resolver URL to log into Resolver.
- 2. From the *Resolver Home* screen, click the **System** icon.





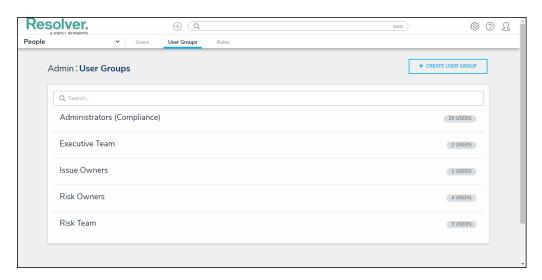
#### System Icon

3. From the *Admin Overview* screen, scroll down to the *People* section and select the **User**Groups tile.

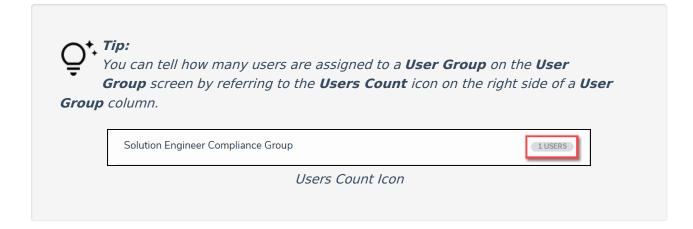


User Groups Tile

4. From the *User Groups* screen, enter a **User Group Name** or keyword in the **Search** field or scroll down until you locate the correct User Group.

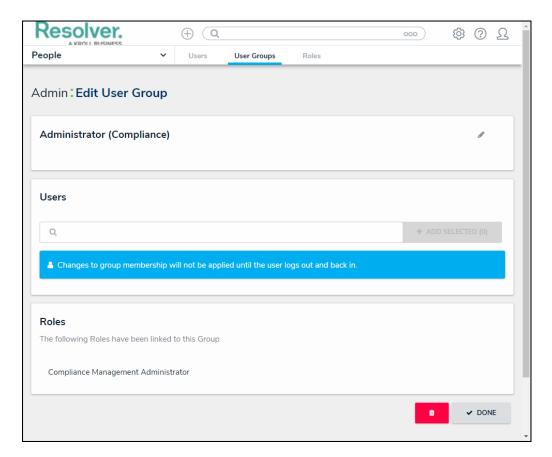


User Groups Screen





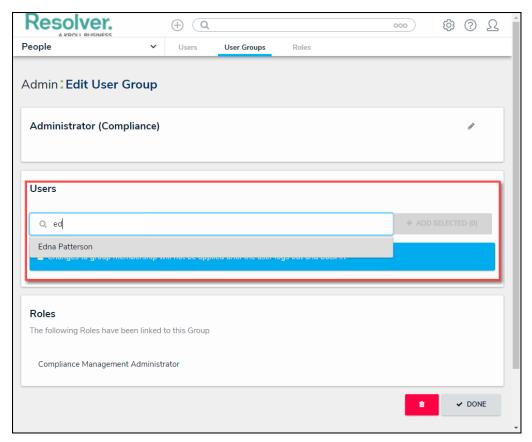
5. Click on a **User Group** to open the **Edit User Group** screen.



Edit User Group Screen

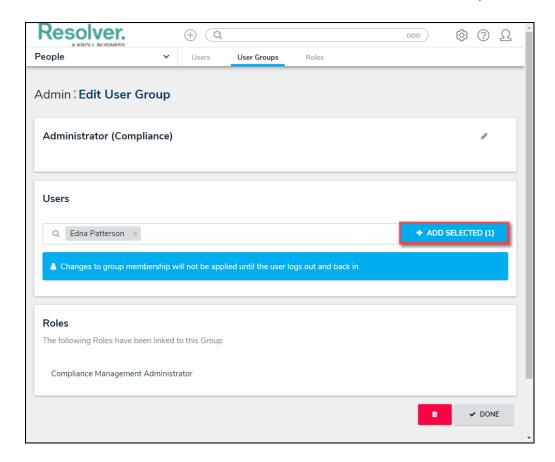
6. Enter a User's name in the **Users** field and click the user's name from the drop-down list. Continue adding more users as required.





Users Field

7. Click the **Add Selected** button to add the selected user to the User Group.





#### Add Selected Button

8. Repeat steps 5 through 6 to add multiple users to the User Group.

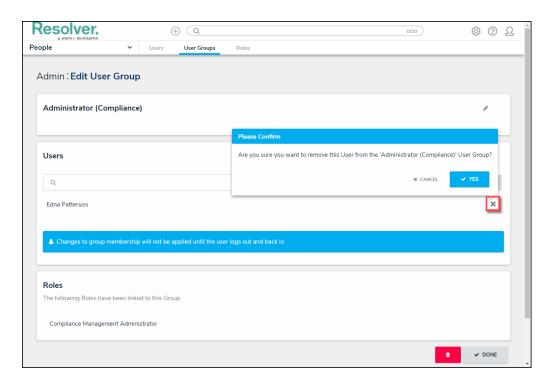


#### Notes:

Users who are logged in at the time they are added to or removed from a User Group will need to log out and then log back in before the changes are applied.

Users can be assigned to more than one User Group at a time.

- 9. To remove a User from the User Group, click the  ${\bf x}$  beside the user's name.
- A *Confirmation* screen will pop up. Click the **Yes** button to remove the User from the User Group.



Confirmation Screen